Art Unit: ***

(CURRENTLY AMENDEC) A metroc for managing product information, said method compnong:

sending at least a purchased product information and a purchase number to a divisionalsensional generated on the firms of putchase particular to the purchase;

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recovering a repair request form including the purchase number from the customer-

remeding warranty information, corresponding to the purpose number received from the contempote minut used by the customer, from a sales information management calabose manuging the purchase number indicating a product that the customer curchissed and warranty information thowing a manually of the product;

informing apportable required fluors with the retrieved warranty information to the

conducting a request process corresponding to one of the selectable request items, which is indicated from the customer terminal.

resolving a repair status requised including a shop-identification information and <u>iuamiri nata a mulla asila ikaas a prikegupo</u>r

determined by searching the destruction of the season of t for the shape destituation incommence in a shap registration database:

obtaining the purchase number from the stock forming the excitance forming, when the whop iscrutoution information is found in the shop redistration database; and

sending the enclosing-assistant through the copies status which is based on reprihistory even report by separating in a repair cistory detections criminging the repair history information opening the topal request, based on the purchase number.

- 2. (PREVIOUSLY PRESENTED) The memos as claimed in claim i, wherein and conditions at the request process further comprises coloring the purchased process information and the womanty information of a product indicated by the purchase number received from the customic-terminal, from the soles information management database when one of the selectable request flame, indicated from the compressioninal, another a request to delice information robited to a product that the tustomer outchased.
- (CLASSENTLY AMENDEU). The matrice as claimed in dain 1, whose fulles 3 parenting.

tending water-in intemption and the existenced product information, from the saless termical to the saign (formation management equipasse, used tree-in by the place terminal of the evaluated internation from the evaluation terminal interiors.

neg sales information management database manages has customer information contending the triatement by corresponding this customer to the purchase surcher of the product the the turnmer surchased and

said conduction of the included process complises:

distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information monographic database based on the customer intermation corresponding to the purchase number received from the evaluation derivated when one of the selection's request come, which is indicated from the customor terminal phows a recuest to report the product that the customer purchased; and

maintaining repair contents conducted by the requir panuls and the purchase number of a repaired product the regain nistory information to the repair history database.

PREVIOUSLY PRESENTED! The method as claimed in claim 3, wherein said conducting of the request process hinthor compages;

notifying the customer of assectable remining place forms showing places to recove a repaired product such that said distributing a repair request shidel distributor soid tupid request sheet including one of the solutions receiving place forms, which is indicated by the customer, to said repair parson.

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5 (PRINICUSITY PRESENTED) The method as claimed in claim 3, wherein said proming selectable request forms comprises:

chacking whyther or not a same repair to conductors within a productor-in-rid period, by searching for the repair history information from and capits history docations based on the purchase number received from the customer; what

interming said wattonly information and asid required forms with a result of said errorling to the customer.

· ৩, (PREVIOUSLY PRESENTED) The method or district in dam 3, নির্মাণ - জন্মকর্মন্ত

scarching for the purchase number corresponding to the repair containts allowing a recall from sext repair history detainse;

astracting the customer information from said sales blocknessen menogement detained based on the search corresponding to the regular contents; and

enforming recall information to recall a product, to each customer who parthened the broduct based on the customer information estimated from and sales information management destinates.

7 (CANCLED) The motivaries withred in claim 3, further comprising: searching for the reper history information from the repair history information dustabase based on the successor number when a request missogo including the porchase number and teglosting a repair status is received from the dustament and

sending the regall status created, based on the searched report Maxing information, to

(WITHERAWN). The merrod as chirac in claim 3, whence said conducting a record records comprised.

specifying a product repeat on the purphishod product identification received fresh the fluorementations which shall be shall be the fluoremental when one of paid selectable request from a which is selected by the customer, shows a request to collect the product, which the materials purchased, to dispose of hand; and

obtaining, from a table malphaining a collection fee for each product, each enfaction fee relegid to the product specified 16 to disposed of and calculating the total collection fee;

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distributing a collection miguals sheet industry collection compete and the total collection to be collection understand particles and the collection collection operation as the collection individual to collection operation measured from the customer horizontal.

- 9 (ATTHORAMA) The method as district in date 1, further comprising informing the surfaced product regulations to the contomer reminal of the customer based on the customer information when the purchased product information, in which shop identification information identifying a shop is provided, and the customer information concerning the distance are received in much a shop latter which the shop uses.
- 10. (WiTHDRAWAY) The method as obtreed to strim 1, furthal comprising: maintaining the purposed product identification including encontribution locaritying a stop and the customer information by corresponding to this purchased product identification in said sales information management database; and

creating a groups (stilling product information of purchased product of the customer based on the ourstweet product identification corresponding to the customer information reviewed from the value information management database when the customer information to received, and sending the product list to the outlanger-families.

11. (WITHDRAWN) The method or started in claim 10, further comprising vicinizing the purchased product identification of products which the shop soon, by searching for the chap isomification of the shop from said value information management dampies when a request message requirement to obtain information related to product, which are sold by the shop and are computing it received from the shop-barrenal of the shop.

prepring receive-replace product information of conducts that are identified by the purchased product identification obtained in the copy (q) and are needed to replace, by referring by a table expiration g a replacement stag of each product, and

nothing the remidencephon product intermitten to the shop-termital.

12. (MTHDRAWII) The method as stylhed in daim 11, further comprising sanding edictions are information to be contained in the contained information retrieved from and unless information management causes by the purchased property identification of the product, which need to be restained, when advertisement information, including advantagement contains, is

received from the shap terminal

 (CURRENTLY AMENDED) A computer-readable reporting medium paying a program recorded literach for pausing a computer to manage product information, by;

receiving a repair request form including the policinase number from the auxtomer-

notifiering warranty information corresponding to the purphase number received from the customer-terminal used by the customer. Irom a salas information management detectors managing the purchase number identifying a product that the customer purchased and the werenty information showing a warranty of the product;

Informing selectable request herea with the retinated warranty information to the customer ferminal:

Conducting a request process occusionaling to one of the selectable requestions, which is indicated from the customer terminal;

inantiving a report status requisit linchologia shop identification (ntormation and requisiting a report activa o <u>from a standon).</u>

deformating whether a stapping specification integralize is registered by accreting for the above stockhoolen information in a above registered attainage;

obtaining the purchase number from the stop terminalise easembe economic when the shop dontification information is found in the shop regionation dubuses; and

mending the exclamer<u>chan</u> eleminal the repair states which is based on regain history information by searching in a remain Nationy distributes managing the repair bistory information concurring the repair request, based on the succhase number

14 (CURRENTLY AVENDED) The computer-readable seconding medium as classified to with 13, whereint computation:

sending resistance in location and the purchased product information, from the using burning to the extra information mercegoment satebases, upon receiptly, the shop aromaeted the material of control in or the material strength, whereigh

sald sales information management database manages the occlumer information

concerning the measurer by corresponding the designar to the purphased product (dentification of the project that the contents purphased; and

supportable a request process exertises the codes of

discribiting a require request sheet including repels information for a regal person who is solocited by searching from the sales information management distals to based on the customer information corresponding to the purchased product identification received from the customer terminal when one of the substatus request dame, which is indicated from the customer terminal when one of the substatus request dame, which is indicated from the customer terminal when one of the substatus request dame, which is indicated from the customer successful.

maintaining retriet contents conducted by the requir person and the purchased product identification of a regained product we tre-page restory information to the region history contents.

15. (CURRENTLY AMENDED) An appearance for reanging product information.

An output part serving at loast a build'used propert anomation and a purchase number to a sustamentamenal generates at the time of purchase personals to the purchase.

whimpul sort receiving a result require from inchicing the purchase number trem ma costomer-terminal;

a cabo information management outabase managing the perchase combat isomitying a product that the customer purchased and warrany information showing a warranty of the product.

is warranty information retrieving pair settleding warranty information corresponding to the purchase number received from the customet-terminal used by the customet, from said cales information management database;

a request item interming part informing anjectable request froms with the warranty information retrieved by cold warranty information retrieving part to the continuous terrainals.

4 request process conducting part conducting a recuest process percesponding to one of the selectable request items, which is indicated from the customer terminal:

receiving in music status requestinauding a chop localifeuter, information and reaching a repair status to them a chiph ferminal.

determining whather a chapthe step identification interestion is implatered by scoreing. For the strop identification information in a stab region absolute;

company are purchase number from the step to the company to the company of the co

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Itentification information in found in the shop registration distabilities; and

sunding the Vertice of the Continued of

16. (CURRENTLY AMENOCO): The apparatus as claimed in claim 15, wherein: wherein obstance information and the parabased product information are sent from the chap terminal testing sales information membraneous catabased, seen separately by the about ferminal of the matter information than the customer, whenever

and sites information management dulabase manages the customer information concerning the customer by corresponding the existence to the purchases product localification , of the product that the outtomer purchases ; and

said request process conducting part comprises.

a repair request shoul distributing and distributing in repair request sheet including repair information for a regail person who is solected by courciling from the coles information management database based on the distribution information corresponding to the purchased problem identification receive from an outramentermal whom one of the isolectable requestions, within its reliabed from the customenteritation, shows a request to repair the product rest the outrament purchased, and

a Hebrit contents municipling part maintaining repair conserves conducted by the repair person and the partheood product identification of a repaired producting the regain history information to the repair traitery database.

 (VMTHDRAWM) A method for requesting to repair a purchased product strongs a customer-terminal, and method companing;

displaying a product list, listing purchased products at a display until the costonerterminal.

sending perchased product introfication, identifying a product solected from sold product. Set by a customer using the customer remind, to a support center aupporting the product; and requesting to repair the product, identified by the purchased product identification, by informing the support center of one of selectable request bons, which is selected by the customer, when werenty information, showing warranty coverings of the product and the request forms. To received from the support center.

18 (NYTHIDIANN) A computer resolution recording modules having a program recorded thereon for causing a computer to suggest to repair a purchased credibit through a computer to interest remirrat.

displaying a product tell intric purchased products, at a display writted the quantumer (criminal

sending purchased product identification, identifying a product selected from any product. Safety a confirmer using the customeric mines, to a support center supporting the product, and induceding to repair the product, identified by the purchased product identification, by informing the support center one of selectable request items, which is educated by the custometry, when resident information showing well and continue of the product and the request forms are received from the support center.

 (WITHORAWN) An apparatus tim requesting to repoir a purchased product through a customer-terminal, comprising:

 discloying particles laying a product has tising purchased products as a display unit of the customentaminal;

a sensing part conting purchased product identification, identifying a product selected from said product tailby a nurthweer using the customenterminal, to a support contex supporting the product and

a repair requesting port requesting to repair the product, identified by the purchased product identification, by informing the support center of one of selectable request terms, which is selected by the customer, when warranty information showing warranty contents of the product and the recent liams are received from the support center.

(GANCELED) A method for managing product information, said method coreprising:

displaying a purchased product list including at light to list number, a purchased product information, and a purchase number for each purchased product at a outtomer-terminal parentaled at the time of purchase particular to the purchased;

creating a legali inquisat form including the purchase number corresponding to the list.

Cumbel soldclad by the cristomy at the incrementary that sending the repair request form.



from the customersterrainal to a service center;

relitiering warranty intoteration, corresponding to the perchase number received from the cutternor-terminal which by the cuntimes, from a color information management detabases managing the purchase number indexing a product that the customer purchased and warranty information showing a warranty of the product;

informing colociable recuest flams with the retrieved waitzerty information to the customer-developit

conducting a request smeass corresponding to one of the selectable request items, includes from the customer.cominal;

time na igentia de la prima de entre la gribulori trauca: eustra tisca a dell'estratione internatione de la contractione de l'acceptant de la contractione de la cont

determining whether a snap is registered by sourching for the snap identification internation in a strap registration database;

containing the purchase number from the customer terminal when the shop leantification information is found in the shop registration devaluate; and

sending the customer-terminal the tepair status which is based on requirinfectory information by searching in a repoir history database mornaging the repair history information concerning the repair history information concerning the region temperature of the property of the region of the property of the region of the property of th

 (CANCELED) A computer readable recording medium having a program recorded thereon for cautaing a computer to manage product information, by;

transmitting a purchased product list including at least a fast number, a purchased product information, and a purchase number for each purchased product, generated at the time of purchase purchase purchased, wherein said transmitting of the purchased product tast is for displaying at least the first number at a confunctionment and creation of a repair request form. Including the purchased number contropending to the first number selected by the customer at the customer-terminal to pend the product as pend the repair request form from the outstandard selected by the customer at the customer-terminal to a service correct.

retrieving well-link information corresponding to the purchase number required from the customer-terminal used by the customer, from a sales information management database materially the purchase number identifying a product that the customer purchased and the wallanty information proving a warranty of the product.

informing suboctable request forms with the northined warranty information to the



automic legninat,

monitoring a request process on inspending to one of the selectable request librar, which is indicated from the distormer semiliar.

receiving a repoir status recuest including a strop identification information and requesting a repoir status,

delarmeting whether a shop is registrand by searching for the shop identification information in a stop अमुनिवारिक database:

obtaining the purchase number from the outcomer-terminal when the abuse identification extramolecular found in the above eight misch disablese, and

ainding the customenterminal tire report sizus which is based on rispositivity internation by securiting in a record history database managing the report history information concerning the report request, based on the purpose number.

22 (CANCELEO) An opparatus for memoging product information, comparing: an output part transmitting a purchased product first limitating at least a list number and a purchased product first a customer purchased for worn overclased product, whereit and transmitting of the purchased product is is for displaying at least finds in uniform at a runshmen-terminal and creation of a cupat request form kindledge a purchase number, generated at the first of purchase performs to purchase, consequenting to the first of successful and so send the repair request form from the consummary existing to the customer forms.

a salta informulan menagement datacase draneging the purchase mortoe indicating a product that the diagrams purchased and warranty information showing a warranty of the product;

A warranty information cotroving cost retrieving waislanty information corresponding to the parchase number received their the customer formation used by the customer, from and sales information companion detabase;

a nagoral demixiforming partinforming colocubic request forms with the warranty information retrieved by paid warranty information retrieving part to the continuenterminal;

A factured process conducting part conducting a request scoopers compagniting to one of the self-distribution request flows, which is indicated deposit to contamendation at

recolving a repair status naparst inchräng a stag identification biformation and requesting a repair status;

Columniting whether a chop is registered by searching for the shop identification information in a shop registration database;

ottaining the purchase number from the dustamen-term instantes the chao identification information is found in the shop registration dataspag and

sending the customercominal the repair status which is brand on repair history afterestion by searching in a repair history discourse managing the repair history information concerning the repair request, based on the purchase number.

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